

	INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE POLICY	
	Chapter 3: Child Abuse Hotline	Effective Date: July 1, 2017
	Section 3: Service Request Intake Reports	Version: 3

STATEMENTS OF PURPOSE

The Indiana Department of Child Services (DCS) Child Abuse Hotline (Hotline) will complete a [Service Request \(SF 49548\) \(310SR\)](#) in the case management system for situations that do not meet the statutory definition of Child Abuse and/or Neglect (CA/N).

Examples of Service Request Intake Reports include but are not limited to:

1. Courtesy interview requests;
2. Safe Haven intake reports; and
3. Requests received through the Interstate Compact on the Placement of Children (ICPC).

Code References

N/A

PROCEDURE

When creating a Service Request the Hotline Intake Specialist (IS) will:

1. Gather and document as much information as possible about the child's condition and the family's issues;
2. Gather the family's contact information, if known;
3. Create a [310SR](#) in the case management system. The [310SR](#) must be completed in the case management system by the end of the worker's shift;
4. Route the [310SR](#) to the Hotline Intake Supervisor for review and transfer to the DCS Local Office for follow up; and
5. Create an Information and Referral if appropriate.

The Hotline Intake Supervisor will review the information contained on the report and do one of the following:

1. Evaluate the information and approve the Service Request;
2. Override IS recommendation of "service request" and assign the report to the appropriate DCS local office for a CA/N assessment if the Hotline Intake Supervisor determines the circumstances meet the statutory definition of CA/N. Follow procedures in policy, [3.5 Supervisory Review of Child Abuse and/or Neglect \(CA/N\) Intake Reports](#); or
3. Send Information and Referrals (I&R) to the appropriate person.

Note: Hotline Supervisor review on any report may be bypassed at DCS management discretion.

PRACTICE GUIDANCE

Finding Community Resources (Service Providers)

Consider the following sources for information:

1. Printed and online local community resource directories; and
2. Indiana 2-1-1 (dial 2-1-1; not available in all counties) or local Information and Referral (I&R) hotlines.

Information and Referral (I&Rs)

I&Rs are reports that do not meet the statutory definition of CA/N but DCS is provided with information by the caller regarding an open case or assessment. Additional examples of I & R's include but are not limited to, providing the caller with information about Community Partners, Food Banks, and Mental Health Providers, etc.

FORMS AND TOOLS

[Service Request \(SF 49548\) \(310SR\)](#) – Available in the case management system

RELATED INFORMATION

N/A